BEST Shared Services
HR and Payroll Reference Guide
Employees

Hours of Operation:	8:00 a.m. - 5:00 p.m., Monday - Friday
Phone, Raleigh Area:	919-707-0707
Phone, Statewide:	866-NCBEST4U (866-622-3784)
Fax:	919-855-6861
E-mail:	BEST@osc.nc.gov
Postal Mail:	1425 Mail Service Center Raleigh, NC 27699-1425
Website:	http://www.osc.nc.gov/BEST

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The Reference Guide is a resource for employees of the State of North Carolina. The Reference Guide exists to help employees easily find information related to common HR and Payroll needs. The Reference Guide seeks to equip employees with the answer to the question, *Where do I go to...*for common HR and Payroll questions.

My Job

Job

Find my job description	Supervisors will be able to provide a copy of the most up-to-date job description. Job descriptions are also part of the position history file which is maintained in agency Human Resources Offices; therefore, employees can also contact their agency Human Resources Office and request a copy.
Learn about my job classification	Employees should speak to their supervisor about job classification concerns. Their supervisor can initiate a job classification review if he/she feels there is justification. The employee's supervisor will forward an up-to-date job description to his/her agency Human Resources Office and request a classification review. Agency Human Resources Offices are responsible for all job classification decisions.

My Personal Information

Employee and Labor Relations

Locate my personnel file	Employee personnel files are maintained in the agency Human Resources Office. Employees will need to contact their agency Human Resources Office for instructions/procedures on how to add information to personnel files.
Report suspicion of substance abuse	Employees should report suspicious activity to their supervisor or to the supervisor of that employee. The employee reporting suspicious behavior should be prepared to provide factual background to the allegation that another employee is using drugs.

Employee Information

Change my address/phone number	Address and telephone numbers can be changed online via ESS (access My Personal Data tab, Addresses link) or Address/Emergency Contact Request Form can be submitted to BEST via fax, Mail Service Center (MSC) mail, or postal mail. The form can be obtained on the BEST website or from an Agency HR Administrator.
Change my marital status	Martial status cannot be changed on ESS and will require employees to contact their Agency HR Administrator. Proof of the marital status change will need to be provided to an Agency HR Administrator.
Change my emergency contact information	Changes to emergency contact information can be done online via ESS or by submitting an Address/Emergency Contact Request Form for BEST via fax, mail service center mail, or postal mail. The form can be obtained on the BEST website or from an Agency HR Administrator.

Salary Verifications

Verify my salary	All requests for salary history verification should be forwarded in writing to BEST for response. Please advise mortgage companies, banks, and credit organizations to mail or fax their request(s) into BEST.

My Paycheck

Direct Deposit

Opt out of direct deposit	The direct deposit option is a condition of employment. In order for employees to receive an exemption to this policy, a request must be approved by the State Controller's office. To file for an exemption, employees will need to complete the Direct Deposit Exemption Request Form which is located on the BEST website. Submit the form to: Office of the State Controller Attn: Karen Faggart 1410 Mail Service Center, Raleigh, NC 27699-1410 Or Fax to: Karen Faggart, Fax number (919) 981-5567.
Sign up for direct deposit	Employees may sign up for Direct Deposit by submitting a completed Direct Deposit Enrollment and Change Form to BEST via Mail Service Center (MSC) mail or postal mail. Employees may obtain the form from the BEST website or their Agency HR or Payroll Administrator.
Maintain bank information	Once employees are signed up for Direct Deposit, they may change their bank account information via ESS (access My Personal Data tab, Bank Information link) or by submitting a completed Direct Deposit Enrollment and Change Form to BEST via Mail Service Center (MSC) mail or postal mail. Employees may obtain the form from the BEST website or their Agency HR or Payroll Administrator.

General Information

View my pay statement	Pay statements will be available for viewing and printing via ESS. Agencies that choose to print pay statements will be responsible for distributing them to employees.
Submit bond card or bond forms	Bond cards or forms may be submitted to BEST via MSC mail, postal mail, fax, or email. The cards and forms must contain employee's signature.

My Time

Leave

Request leave	To request leave for community service, civil, military, adverse weather, etc. employees should use Employee Self Service (ESS) (access My Working Time tab, Leave Request link.) If an employee doesn't have access to ESS then the employee will need to contact his/her supervisor to request leave.
Find advanced leave application form	The Advanced Leave Application Form can be found via the BEST website, via ESS (access My Working Time tab, Advanced Leave Application link), or from an Agency Leave Administrator.
Request vacation or sick leave	Employees may initiate leave requests via Employee Self-Service (ESS).
View my available leave time	Employees may view their quota balances in ESS by selecting "My Working Time" and then "Quota Overview" to see their current leave / quota balances.
Learn how my vacation is accrued	Employees should contact their Agency HR Administrator to obtain information on vacation accrual rates.

Request voluntary shared leave	Employees should complete a Shared Leave Application Form which may be obtained via the BEST website, online via ESS (access My Working Time tab, Voluntary Shared Leave Application Form link) or from an Agency Leave Administrator. Employees should submit the application form to their supervisor or an Agency Leave Administrator.

Time Entry

Correct my time	Agency Time Administrators will make the corrections to employees' time and the amount owed will be paid on the next scheduled payroll.
View my time statement	Employees may view their Time Statement via ESS (access My Working Time tab, Time Statement link). To view time for a specific period, access Time Statement for a Chosen Period link. Employees without ESS access may ask BEST or an Agency Time or Leave Administrator for a copy of their Time Statement.

Work Schedule

Request a change in my work schedule	Employees request a change in work schedule by asking their supervisor.

Other

Learn about the incentive pay plan	Employees should pose any questions regarding incentive pay contract to their supervisor or an Agency Time Administrator.

My Benefits

Disability

Apply for short term disability	For employees who need to apply or have applied for disability, contact an Agency HR Administrator. For all other inquiries, contact the Retirement System at 919-807-3050 (if within the local calling area of Raleigh) or 877-627-3287.

Health Insurance

Enroll in long-term care insurance	Contact Prudential at 1-800-732-0416 to enroll or visit the web site at the following address: https://gltc.prudential.com/gltc/main/Login_showLogin

NCFlex

Drop/add coverage for my dependent	During the Year Dropping/adding coverage for a dependent can be done during the year if there is a qualified status change. The process can be done on ESS or the employee should submit a completed Status Change Form to a Benefits Representative within 30 days of the event. During Annual Enrollment Dropping/adding coverage for a dependent during annual enrollment can be done on ESS or by completing an enrollment form and returning it to a Benefits Representative.
Submit a cancer plan claim	Claim forms are located at www.ncflex.org. For further information, contact American Heritage/Allstate at 1-800-521-3535.
Submit a dental claim	Send the claim for to: United Concordia Dental Claims PO Box 69421 Harrisburg, PA 17106 If there are additional questions, contact United Concordia at 1-800-291-8039.
Request a new dental ID card	Please contact United Concordia at 1-800-291-8039 or www.unitedconcordia.com.
Obtain flexible spending account (FSA) balance	Available balance can be found in the Claims Plus Online Reimbursement System through www.ncflex.org or contact the FSA vendor AON at 1-877-371-2926.
File a flexible spending account (FSA) claim	File a paper FSA Claim Form which can be found at www.ncflex.org. Employee should complete the form, sign and attach the appropriate documentation (see instructions on the back of the form for help) to substantiate the claim. Mail or fax the claim to the address and fax number listed on the form. For further information, contact the FSA vendor AON at 1-877-371-2926.
Find status of evidence of insurability form	A letter from the vendor will be sent to the employee when final determination has been made. For further information, contact ING at 1-877-464-5111.

Retirement

Contact retirement system	Retirement System at 1-877-627-3287 or (919-807-3050 within local calling distance of Raleigh).

Savings Plans: 401(k)

Enroll in 401(k)	Enrollment in the Plan can be done by: completing an enrollment form available through the employee's Human Resources or Benefits office, by calling the toll-free number 1-866-866-624-0151, or by visiting the website www.nc401(k).prudential.com and printing an enrollment form.
Change my address/phone number/marital status with Prudential	Changes to personal information can be done by calling the Plan at 866-624-0151 or the employee can log into his/her account at www.nc401(k).prudential.com. Changes can be made under the Personal Information tab on the website or changes to address can be done by completing a Change Form that is available through the employee's Human Resources or Benefits Office.

Make changes to my 401(k)	Changes to 401(k) contributions can be done by calling the Plan at 866-624-0151 or the employee can log into his/her account at www.nc401(k).prudential.com. Changes can be made under the Personal Information tab or by completing a Change Form that is available through the employee's Human Resources or Benefits Office.
Designate a beneficiary on my 401(k) plan	Beneficiary designation can be done by completing a Beneficiary Designation Form available through the employee's Human Resources or Benefits office. Employees can also designate a beneficiary by calling the toll-free number 1-866-624-0151 or by logging onto the website www.nc401(k).prudential.com. Employees can also contact their local Education and Enrollment Manager. A list of local Education & Enrollment Managers, by County is available on the website at: www.nc401(k).prudential.com.
Find my 401(k) balance	401(k) balances can be found by calling 1-866-624-0151 and speaking with a Participant Services Representative. Employees can also log onto their account at www.nc401(k).prudential.com. Employees will also receive a statement of their account every 3 months at the end of each calendar quarter.

Savings Plans: 403b and 457

Enroll in 403(b)	Complete a 403(b) Salary Reduction Agreement Form and send it to BEST via fax or mail. The form is located on the ESS portal and the BEST website.
Enroll in the 457 plan	Contact Great West Local Office Raleigh Office 1-888-600-273 x0.
Change my address/phone number/marital status for 457 plan	Contact Great West Retirement Services at 1-800-201-1854 x0 or via web at www.ncdefcomp.com.
Make contribution changes to my 457 Plan	Contact Great West Retirement Services at 1-800-201-1854 x0 or via web at www.ncdefcomp.com.
Designate a beneficiary on my 457 plan	Contact Great West Local Office Raleigh Office 1-888-600-273 x0.
Rollover to my 457 plan	Contact Great West Local Office Raleigh Office 1-888-600-273 x0.